

## MEMORANDUM

TO: **R.J. Blair, Neighborhood Coordinator**

FROM: **Tracy Dean, Senior Management Analyst** *Tracy*

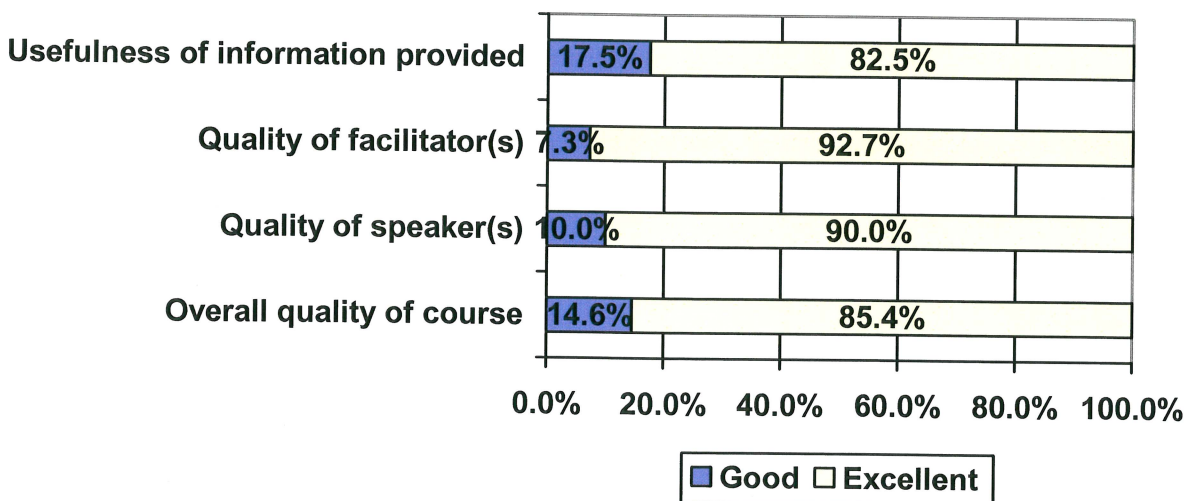
SUBJECT: **Arlington Neighborhood Academy 2007 – Basic Tract  
Survey Results**

DATE: **February 22, 2007**

Class evaluations were distributed at the end of each of the four classes during the Basic Tract of the 2007 Arlington Neighborhood Academy. There were a total of 42 responses received: 6 for Course 1 – The Big Picture, 14 for Accessing City Services I, 13 for Accessing City Services II, and 9 for Communicating, Connecting and Collaborating.

### SATISFACTION RATINGS

Satisfaction ratings are based on a four-point scale. The graph below shows good and excellent ratings for each of the questions.



### OPEN-ENDED QUESTIONS

The comments most often heard when participants were asked what they liked best about the course were regarding the speakers and the information provided. There were 17 different compliments about the speakers, including the quality of their presentations, their enthusiasm and their professionalism. Participants were also impressed with the information provided on

creating neighborhood associations and the information on how the city works and the different department responsibilities. Other comments included:

- Learning how the different branches of government work
- History of Arlington
- The influence of people genuinely concerned about our City of Arlington Learning about the improvements to downtown Arlington
- Code enforcement information
- Getting people involved in the process of learning who their local political leaders are in the community
- Contact information for city staff
- Other neighborhood residents' stories about how they got involved and the things they have done in their neighborhoods
- Interaction and everyone's input

The main concern, or thing that participants liked least, was that the course was not long enough. Participants mentioned that some speakers ran over their time limit, leaving less time for other speakers. They would also like to have more time to talk individually with speakers.

When asked what they would like to see offered in future courses, there were 15 suggestions. The only idea that was suggested by more than one participant was a course on special projects. Other recommended courses were a history of Arlington, how to deal with negativity and opposition in neighborhoods/success stories from neighborhood associations, applying for non-profit status, and committees available for citizens to participate.

There were a variety of responses when asked for the one thing that participants learned that they could share with their neighbors or neighborhood organizations. A common theme was starting a neighborhood association and the importance of neighborhood associations and becoming involved. Other responses included:

- Staff's willingness to assist with neighborhood needs
- City department responsibilities/contact information
- Ways of recognizing volunteers
- How City services are funded
- Non-emergency reporting
- Getting other organizations to group together
- Patience is needed in reaching goals for the neighborhood

Overall, participants were extremely positive about the program, and had nothing but positive comments regarding speakers and the information provided.